L Number	Hits	Search Text	DB	Time stamp
3	1		USPAT	2003/01/29 13:37
4	1		USPAT	2003/01/29 13:38
5	1		USPAT	2003/01/29 13:38
6	1		USPAT	2003/01/29 13:38
7	35	"campaign service"	USPAT;	2003/01/29 14:04
		. ,	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM TDB	
8	12	"campaign service" and agent	USPĀT;	2003/01/29 14:04
		• •	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
10	0	(("campaign service" and agent) and	USPAT;	2003/01/29 14:05
		network) and "service point"	US-PGPUB;	1
			EPO; JPO;	
			DERWENT;	1
			IBM_TDB	
9	12	("campaign service" and agent) and network	USPAT;	2003/01/29 14:05
			US-PGPUB;	
		,	EPO; JPO;	-
			DERWENT;	
			IBM_TDB	
11	1	("personalized service" and profile\$) and	USPAT;	2003/01/29 14:10
		preference\$ and search\$ and retriev\$ and	US-PGPUB;	
		content\$ and "service point"	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
12	0	1	USPAT;	2003/01/29 14:19
		preference\$ and search\$ and retriev\$ and	US-PGPUB;	
		content\$ and canpaign	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
13	0		USPAT;	2003/01/29 14:20
		preference\$ and search\$ and retriev\$ and	US-PGPUB;	,
		content\$ and (containt with audio)	EPO; JPO;	
			DERWENT;	
			IBM_TDB	2002/01/20 14-21
14	1	("personalized service" and profile\$) and	USPAT;	2003/01/29 14:21
		preference\$ and search\$ and retriev\$ and	US-PGPUB;	
		content\$ and (content with audio)	EPO; JPO;	
			DERWENT;	
	_	(N	IBM_TDB	2003/01/29 14:43
15	6		USPAT; US-PGPUB;	2003/01/29 14.43
		preference\$ and search\$ and retriev\$ and	1	
		content\$ and (content with visual)	EPO; JPO; DERWENT;	
			IBM TDB	
18	6	("personalized service" and profile\$) and	USPAT;	2003/01/29 14:44
1 10		search\$ and retriev\$ and content\$ and	US-PGPUB;	
		(content with visual)	EPO; JPO;	
		(Concent with visual)	DERWENT;	
			IBM TDB	
19	43	("personalized service" and profile\$) and	USPAT;	2003/01/29 16:03
1 - 2	1	search\$ and retriev\$ and content\$ and	US-PGPUB;	
	1	(data adj collection)	EPO; JPO;	
		(DERWENT;	
			IBM TDB	
20	43	("personalized service" and profile\$) and	USPAT;	2003/01/29 14:45
	1	search\$ and retriev\$ and content\$ and	US-PGPUB;	
		"data collection"	EPO; JPO;	
			DERWENT;	
			IBM TDB	
21	0	(("personalized service" and profile\$)	USPĀT;	2003/01/29 14:45
		and search\$ and retriev\$ and content\$ and	US-PGPUB;	
		"data collection") and "agent desktop"	EPO; JPO;	
			DERWENT;	
			IBM TDB	
	1			

				7
22	0	(("personalized service" and profile\$)	USPAT;	2003/01/29 14:46
		and search\$ and retriev\$ and content\$ and	US-PGPUB;	
		"data collection") and "routing manager"	EPO; JPO; DERWENT;	
			IBM TDB	
23	0	(("personalized service" and profile\$)	USPAT;	2003/01/29 14:46
23	"	and search\$ and retriev\$ and content\$ and	US-PGPUB;	2003/01/23 11.40
		"data collection") and (agent with	EPO; JPO;	
		desktop) and (rout\$ same manager)	DERWENT;	
-	İ '	desktop) and (rodey same manager)	IBM TDB	
25	0	((("personalized service" and profile\$)	USPAT;	2003/01/29 14:48
23		and search\$ and retriev\$ and content\$ and	US-PGPUB;	
ĺ	·	"data collection") and agent\$ and rout\$3)	EPO; JPO;	
		and IVRS	DERWENT;	
1			IBM_TDB	
24	20	(("personalized service" and profile\$)	USPAT;	2003/01/29 15:01
		and search\$ and retriev\$ and content\$ and	US-PGPUB;	
		"data collection") and agent\$ and rout\$3	EPO; JPO;	
0.0			DERWENT;	
			IBM_TDB	2002/01/00 15:00
28	7395	Dynamo	USPAT;	2003/01/29 15:02
			US-PGPUB; EPO; JPO;	
1			DERWENT;	
			IBM TDB	
29	٥	Dynamo and ATG	USPAT;	2003/01/29 15:02
29		bynamo and Are	US-PGPUB;	2003, 01, 23 13:02
			EPO; JPO;	
1			DERWENT;	
			IBM TDB	
30	1	"personalized service" and profile\$ and	USPĀT;	2003/01/29 15:04
		DYNAMO	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
31	1	"personalized service" and DYNAMO	USPAT;	2003/01/29 15:04
			US-PGPUB;	
	1		EPO; JPO;	
	1		DERWENT; IBM TDB	
32	189	profile and DYNAMO	USPAT;	2003/01/29 15:05
32	109	profile and DiNAMO	US-PGPUB;	2003/01/29 13:03
			EPO; JPO;	
			DERWENT;	
	-		IBM TDB	
33	12	(profile and DYNAMO) and agent\$	USPĀT;	2003/01/29 15:06
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
34	5	1 , ,	USPAT;	2003/01/29 16:04
		and profile\$) and search\$ and retriev\$	US-PGPUB;	
-	ĺ	and content\$ and (data adj collection)	EPO; JPO;	
1			DERWENT;	
35	.	(707/3) cols and ("norsonalized corrier"	IBM_TDB USPAT;	2003/01/29 16:06
33	5	(707/3).ccls. and ("personalized service" and profile\$) and search\$ and retriev\$	USPAT; US-PGPUB;	2003/01/29 10:00
		and content\$ and (data adj collection)	EPO; JPO;	
		and concerned and (adea ad) corrections	DERWENT;	
			IBM TDB	
-	317	"personalized service"	USPAT;	2003/01/28 09:49
		_	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	176	"personalized service" and profile\$	USPAT;	2003/01/29 15:03
			US-PGPUB;	
			EPO; JPO;	
	1		DERWENT;	
L	1		IBM TDB	I

preference\$ and search\$ and retriev and content\$ - 69 ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 2003/0	01/28 09:50
content\$ ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) [EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT\$ IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT\$ IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT\$ IBM_TDB USPAT; US-PGPUB; EPO; JPO;	
- 69 ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) - 2003/0	
- ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ - (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) - ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point)	
- 69 ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$ - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) - 2003/0	
preference\$ and search\$ and retriev\$ and content\$ 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) 1 ("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point)	
content\$ content\$ (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; Content\$) and (service adj point) EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; Content\$) and (service adj point)	1/28 09:51
- 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) DERWENT; IBM TDB US-PGPUB; EPO; JPO; DERWENT; IBM TDB US-PGPUB; EPO; JPO; US-PGPUB; EPO; JPO; E	1/28 09:51
- 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) IBM_TDB US-PGPUB; EPO; JPO; DERWENT; IBM_TDB US-PGPUB; EPO; JPO;	01/28 09:51
- 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and "service point" - 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and profile\$) and preference\$ and search\$ and retriev\$ and content\$) and (service adj point) - 2003/0	01/28 09:51
preference\$ and search\$ and retriev\$ and US-PGPUB; EPO; JPO; DERWENT; IBM_TDB (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; Content\$) and (service adj point) EPO; JPO;	1728 09.31
content\$) and "service point" EPO; JPO; DERWENT; IBM_TDB (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and profile\$) and content\$) and (service adj point) EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO;	·
- 1 (("personalized service" and profile\$) and preference\$ and search\$ and retriev\$ and profile\$ (US-PGPUB; content\$) and (service adj point) EPO; JPO;	
- 1 (("personalized service" and profile\$) and USPAT; 2003/0 preference\$ and search\$ and retriev\$ and US-PGPUB; content\$) and (service adj point) EPO; JPO;	
- 1 (("personalized service" and profile\$) and USPAT; preference\$ and search\$ and retriev\$ and USPAT; US-PGPUB; content\$) and (service adj point) EPO; JPO;	
preference\$ and search\$ and retriev\$ and US-PGPUB; content\$) and (service adj point) EPO; JPO;	1/28 09:53
content\$) and (service adj point) EPO; JPO;	1/20 09.55
) DERWENT,	
IBM TDB	
	1/28 09:53
preference\$ and search\$ and retriev\$ and US-PGPUB;	1/20 05.55
content\$) and (service with point) EPO; JPO;	!
Contents) and (service with point) EFO, OFO, DERWENT;	
IBM TDB	1
	1/28 10:23
1 1 002.003 12.11	01/28 10:23
	01/28 10:24
	01/28 10:25
	01/28 10:25
1 0300,00 12	1/28 10:26
	01/28 11:21
US-PGPUB;	_,
EPO; JPO;	
DERWENT;	
IBM TDB	